



This job aid covers sending and reviewing automatic digital exposure notifications for contacts in CCTO. (*Contacts who [flow into CCTO from NC COVID](#) with required fields correctly completed are also automatically sent notifications when they arrive in CCTO; skip to page 3 to see how to review notification status.*)

**Automatic notification for contacts (as shown in the [Digital Outreach Samples doc](#)) is a helpful contact tracing enhancement that serves two purposes:**

1. It **enhances existing workflows** by quickly helping contacts to learn of their exposure and to receive and share key info. This expedites initial outreach but **will not prevent you from monitoring your contact normally or from contacting them by phone if needed.**
2. Depending on your local guidance, sending an exposure notification **may also take the place of an initial phone call** and/or of **ongoing monitoring**; [this supports prioritizing contact tracer time for the contacts most likely to have and spread disease.](#)

## Sending a Digital Exposure Notification

1. Contacts will be sent a digital exposure notification automatically upon saving if required monitoring event (ME) fields are complete. Confirm **that you have completed and checked** these fields:
  - **Contact or Case Patient** (set to "Contact")
  - **First Name, Last Name, State, County, and Last Date of Exposure to Source Patient #1** (required CCTO fields)
  - **Email AND/OR Primary Phone** (notifications will be sent to any provided method(s) of contact)

The notification will include an **end-of-quarantine date** (calculated as 5 days from the contact's most recent last date of exposure, regardless of any date entered manually in "Monitoring End Date") and a **test date** (5 days since the most recent last date of exposure).

### NOTE ABOUT MINORS:

While minors may receive a digital exposure notification, **contacts must be 18 years of age or older** to provide information through the digital portal. *Parents or guardians can submit digital monitoring information on behalf of minors.*

**1** Complete and check key fields

Barbara Roberts  
Monitoring Event - MDA Form

Monitoring Event Assessments All Activities Referrals System Inform

Record Information  
C# C-0000993743  
Contact or Case Patient Contact  
Person Barbie Roberts

Basic Info  
Priority Contact or Case No  
First Name Barbara  
Middle Name Laverne  
Last Name Roberts

NC-COVID Event ID of Source Patient #1 123456789  
(Use the number ...)  
Last Date of Exposure to Source Patient #1 8/20/2021

Contact Information  
U.S. Primary Phone (will be used for text messages) 1-987-654-3221  
U.S. Phone #2 1-\_\_-\_\_-\_\_  
Country Code ---  
Phone #3 ---  
Email email@testtest.com

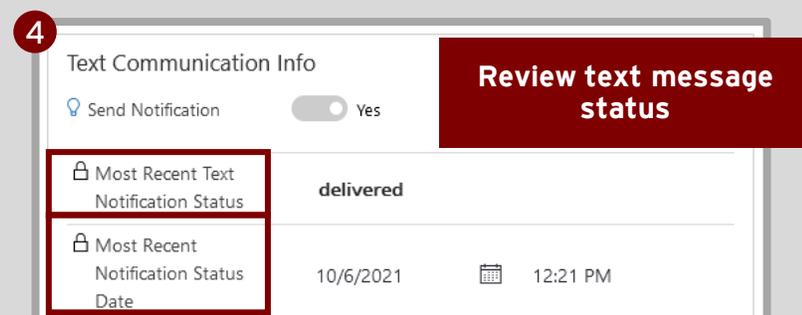
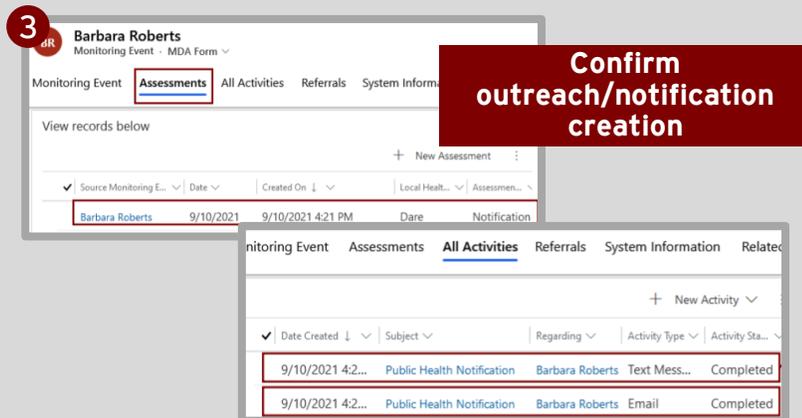
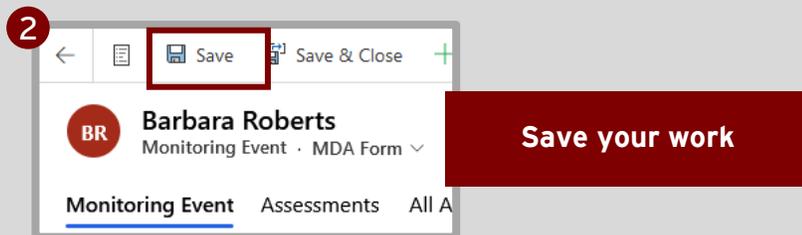
Hovering over **Last Date of Exposure to Source Patient #1** will present a message reminding you to use **Case Interview Date** if **Last Date of Exposure** is unknown.



2. Save your work with required fields completed. A **digital notification will be sent automatically to any method(s) of contact provided**. Note that the locked **“Send Notification?”** toggle will move to **“Yes” on its own** to show that the system is ready to send a notification, and the notification will send as soon as you save. No other action is required on your part. *If information is removed from the required fields, “Send Notification?” will move back to “No.” If you wish to re-send a notification, you must first save with the toggle set to “No,” update any required fields, reset the toggle to “Yes,” and save again (see right).*

3. You can confirm that a text and/or email was created by visiting the contact’s **All Activities Page** and confirming that an email and/or text is visible. Additionally, the notification will be displayed in the **Assessments Page** as an entry marked “Notification.”

4. You can also review whether a **text message** notification created was confirmed to be delivered or undelivered to a mobile phone number by reviewing the fields for **“Most Recent Text Notification Status”** and **“Most Recent Notification Status Date.”** These fields will only update once per text; therefore, texts labeled as “Sent” or “Queued” were not yet delivered at the time in “Status Date,” but still may have been subsequently delivered. See next page for a full explanation.



### CRITERIA FOR SENDING OR RE-SENDING A NOTIFICATION:

1. **Send Notification?** is set to “No.” (If re-sending due to prior incorrect information, the toggle will set to “No” after you clear out incorrect fields. Save this change.)
2. **Phone/Email** and **Last Date of Exposure** are completed and there is a change to one of these fields (*including the initial change from blank to filled*) to move the toggle to “Yes.” **Changes are saved.**

**TIP:** Auto-save, which can also trigger a notification being sent, occurs after 30 seconds of inactivity. Be sure to check required fields carefully.

For contacts flowing from NC COVID, notifications send automatically between 8AM and 7PM only. Notifications sent for these contacts outside this window will be sent first thing in the morning.



### Checking Text Notification Status in Contact Views

You can see the **Most Recent Text Notification Status** field as a column in monitoring event system views. To check most efficiently for which of your county's contacts did not receive a text notification:

1. Select the **All Contact Monitoring Events** view and filter the **County** column by your county name.
2. The **Created On** column in this view is already **automatically** sorted by newest to oldest, so the most recent contact monitoring events will appear at the top of the list.
3. In this filtered view, you can review the **Most Recent Text Notification Status** column in order to find recently imported contact monitoring events for which a text notification was **"Failed," "Undelivered,"** or **Blank**. These contacts did not receive a text notification (though they may have been sent an email notification), and they may require further attention.

4-All Contact Monitoring Events

Create...	Address 1	Phone #2	Contact or ...	County	Local Hea
10/7/2021...	NC	---	Contact	Dare	Dare
9/15/2021...	NC	---	Contact	Dare	Dare
9/7/2021 ...	NC	---	Contact	Dare	Dare
9/7/2021 ...	NC	---	Co		

**All Contact MEs View**

4-All Contact Monitoring Events

Ethnicity	Race	Send Notifi...	Most Rece...	Most Rece...	System Firs...
---	---	No	---	---	---
---	---	Yes	9/7/2021 ...	delivered	9/7/2021 ...

#### TEXT NOTIFICATION STATUS DEFINITIONS:

- **Delivered:** Text successfully delivered.
- **Sent:** Text sent but delivery unknown as of timestamp. **\*SEE NOTE**
- **Queued, Sending, or Accepted:** Text not yet sent as of timestamp. **\*SEE NOTE**
- **Undelivered or Failed:** Text unsuccessful, likely due to the number being a landline.
- **Blank:** No text created.

**\*NOTE: Text Notification Status** only updates one time; therefore, texts labeled as "Sent," "Sending," "Accepted," or "Queued" were not yet delivered as of the timestamp shown in **Status Date** but likely were delivered.

# COVID-19 Community Team Outreach Tool

## Digital Exposure Notification for Contacts in CCTO



## Understanding the Contact Perspective

1. Contacts will receive a text or email message **that informs them of their exposure (see [appendix](#) and [Digital Outreach Samples](#))**. It will also provide them with a **link to a digital portal landing page** with more details and testing info.
2. Clicking **Next** at the bottom of this landing page takes contacts to a list of next steps and further support and resources available to contacts. Contacts may revisit this portal whenever needed using the same link.

Depending on your LHD's workflow, contacts who complete these steps may or may not proceed to additional monitoring via phone.

Please see [Digital Outreach Samples Doc](#) for full screenshots

1

NC Community Team  
to me  
5:19 PM (1 minute ago)

Hello Driving. This is the NC COVID Community Team. (Para español, lea a continuación después de este mensaje.)

You were recently exposed to COVID-19. To help slow the spread and protect yourself and your loved ones from the virus, you should get tested on 08/26/2022 and wear a well-fitted mask through 08/31/2022. Do not go places where you are unable to wear a mask, including travel and public transportation settings.

People in certain high risk settings may need to quarantine through the masking date listed above.

If you test positive, you should isolate immediately. If you're feeling sick and testing is not possible, isolate until your symptoms are resolving and 24 hours have passed since you have had a fever without the use of fever reducing medications.

Click this [DHHS.NC.GOV](#) link for resources to help protect yourself and those you love.

You can also call 844-628-7223 to speak directly with a NC COVID Community Team Member. You may receive a phone call from the NC COVID Community Team at the same number or directly from your Local Health Department. If you see these numbers, please answer the call!

NC COVID Community Team

Hola Driving. Le escribe el Equipo de la Comunidad NC COVID.

Recientemente estubo expuesto a COVID-19. Para detener la propagación y protegerse usted y sus seres queridos del virus, debe hacerse una pueba 08/26/2022 y ponerse una mascarilla bien ajustada hasta 08/31/2022. No vaya a lugares

Contact opens message and clicks link

2

NCDHHS Home English Sign in

### Help slow the spread of COVID-19!

You have received a message from the NC COVID Community Team because you were recently in contact with someone with COVID-19. The NC COVID Community Team is here to help you get the resources, information, and support you need to protect yourself and your family. You may also receive a phone call from the NC COVID Community Team at 844-628-7223. If you see us calling please answer the call!

**Based on the date you were exposed, you should get tested on:**

8/26/2022

Get tested immediately if you have symptoms. If you are feeling sick and testing is not possible, isolate until your symptoms are resolving and 24 hours have passed since you have had a fever without the use of fever reducing medications. Testing information, including finding a testing place, can be found here. If you test positive, you should isolate immediately.

**You should also wear a well-fitted mask starting immediately and continue to wear it around other people through:**

8/31/2022

Do not go places where you are unable to wear a mask, including travel and public transportation settings. People in certain high risk settings may need to quarantine through the masking date listed above.

Next

3

NCDHHS Home English Sign in

### Next Steps:

- **Get Tested and Wear a Mask:** Protect your friends and loved ones. For more information, please refer to the previous page by clicking the "Previous" button.
- **Answer the Call:** You may receive a phone call from the NC COVID Community Team to gather additional information and ensure you have the resources you need to quarantine. The call may come from 1-844-628-7223 or from your local health department phone number. Please answer the call!
- **Get your Vaccine and Booster:** COVID-19 vaccines are helping us safely get back to the people and places we love. If you have not yet been vaccinated and boosted per CDC recommendations, find your spot and get your shot once you have completed your quarantine period. For more information about getting your vaccine, visit [YourSpotYourShot.nc.gov](#)

### For More Support:

- If you have questions and would like to talk to someone immediately, please call your local health department or the NC COVID Community Team at 844-628-7223.
- If you need resources or vaccine support, please contact a Community Healthcare Worker by reaching out to a partner organization in your county.
- If you need mental health or substance abuse services, please call Hope 4 NC Crisis Counseling Services Hotline at 1-877-235-4525 anytime day or night.

Previous

# COVID-19 Community Team Outreach Tool

## Digital Exposure Notification for Contacts in CCTO



### APPENDIX: Full text of email and text message notification - **PLEASE SEE THE DIGITAL OUTREACH SAMPLES DOC**

**Actual links that contacts will receive to direct them to their unique landing pages and will appear in the formats shown below.**

 **NC Community Team** 5:19 PM (1 minute ago) ☆ ↶ ⋮  
to me ▾

Hello Driving. This is the NC COVID Community Team. [\(Para español, lea a continuación después de este mensaje.\)](#)

You were recently exposed to COVID-19. To help slow the spread and protect yourself and your loved ones from the virus, you should get tested on 08/26/2022 and wear a well-fitted mask through 08/31/2022. Do not go places where you are unable to wear a mask, including travel and public transportation settings.

People in certain high risk settings may need to quarantine through the masking date listed above.

If you test positive, you should isolate immediately. If you're feeling sick and testing is not possible, isolate until your symptoms are resolving and 24 hours have passed since you have had a fever without the use of fever reducing medications.

Click this [DHHS.NC.GOV](https://www.dhhs.nc.gov) link for resources to help protect yourself and those you love.

You can also call 844-628-7223 to speak directly with a NC COVID Community Team Member. You may receive a phone call from the NC COVID Community Team at the same number or directly from your Local Health Department. If you see these numbers, please answer the call!

NC COVID Community Team

Hola Driving. Le escribe el Equipo de la Comunidad NC COVID.

Recientemente estuvo expuesto a COVID-19. Para detener la propagación y protegerse usted y sus seres queridos del virus, debe hacerse una prueba 08/26/2022 y ponerse una mascarilla bien ajustada hasta 08/31/2022. No vaya a lugares en donde no se pueda poner mascarilla, incluso cuando viajando y en lugares de transportacion publica. Personas en ciertos sitios de alto riesgo podrian tener que estar en cuarentena hasta el dia con mascarilla mencionado anteriormente.

Si el resultado de la prueba es positivo debe aislarse inmediatamente. Si no es posible hacerse una prueba, aislase hasta que sus síntomas se resuelvan o haya pasado 24 horas sin fiebre sin usar medicinas para la fiebre.

Haga clic en este enlace [DHHS.NC.GOV](https://www.dhhs.nc.gov) para obtener recursos para cuarentena y pruebas para ayudar a protegerse a usted y tus seres queridos.

Si desea, puede llamar al 844-628-723 para hablar directamente con un miembro del Equipo Comunitario NC COVID. Podria recibir una llamada del Equipo de la Comunidad NC COVID desde ese mismo teléfono o directamente de su Departamento de Salud local. ¡Si ve estos números, por favor conteste la llamada!

Equipo de la Comunidad NC COVID

AT&T 10:58 AM

  45394 >

Yesterday 3:01 PM

Brie, this is the NC COVID Community Team. You have been exposed to COVID-19. Get tested on 08/28/2022 and wear a well-fitted mask through 09/02/2022. People in certain high risk settings may need to quarantine through the masking date listed above. Call [844-628-7223](tel:844-628-7223) or visit <https://DPHhealthinformation-DEV.ncdhhs.gov/en-US/notification/?id=74ab36f8-1523-ed11-b83a-001dd80686a5> for more info. Para español, haga clic en el enlace y cambie el idioma en la parte superior derecha, o llame al [844-628-7223](tel:844-628-7223).

Reply HELP to learn more about this message. Reply STOP to unsubscribe. Msg&Data Rates May Apply.

  Text Message 